



# Data and Privacy File Guides

## AppleCare Cases

July 2022

**File name** AppleCare Cases.csv

**File description** Listing of cases opened with Apple and the associated case data.

**Why Apple keeps this information** Apple retains this information to track issues that may be experienced with a particular device and to communicate with the owner of the device.

**Plan Protection Provider** Apple is providing any AppleCare Services data we hold on behalf of your Protection Plan Provider. If AppleCare Services data files are provided, they will be identified with your Protection Plan Provider's name.

| Field Name       | Details                                                                        |
|------------------|--------------------------------------------------------------------------------|
| Apple ID Number  | Apple account identifying number                                               |
| Case ID          | Unique number for the customer's case                                          |
| Case Title       | Title used in the creation of the case                                         |
| Created Date     | The date and time the case was created                                         |
| Email            | Email address of the individual for the case                                   |
| First Name       | First name of individual for the case                                          |
| Interaction Type | Whether the customer interacted with repair by phone, email, chat or in-person |
| Last Name        | Last name of individual for the case                                           |
| Order Number     | The order used for the device support coverage, if applicable                  |
| Phone Number     | Phone number of individual for the case                                        |
| Serial Number    | Serial number of the device under review in the case                           |